



1. What percentage do you sell to Business \_\_\_\_\_ % Public \_\_\_\_\_ %
2. Do you have a retail location? Yes  No
3. What percentage of sales will be from Mail \_\_\_\_\_ % Retail location \_\_\_\_\_ %  
Telephone \_\_\_\_\_ % Internet \_\_\_\_\_ %
4. Do you sell a service or product? Service  Product
5. What is the physical address of your business?  
\_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_
6. Is the product stored at the above address? Yes  No
7. If not stored onsite, please provide address where product is held.  
\_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_
8. Do you own the product/inventory? Yes  No
9. Do you sell Nationally  Locally
10. Who is your current bankcard processor? \_\_\_\_\_
11. How many chargebacks did you have for the previous year? \_\_\_\_\_  
What was the total dollar amount for those chargebacks? \$ \_\_\_\_\_
12. When do you charge the customer? Shipment  Order
13. How many days from the time of order does it take to deliver merchandise to the customer?  
1-7 days  8-14 days  14+ days
14. Are any other companies involved in the accepting, shipping, or fulfilling the service or product or the billing of the customer (i.e. fulfillment house)? Yes  No
15. If yes, who are they and what do they do? Use a separate sheet if necessary.  
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16. How do you advertise? (Catalogs, magazines, TV, Internet, etc. List all that apply.)  
\_\_\_\_\_
17. Please describe your refund policy.  
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